eHealth Transformation Framework

07/06/2018

Guiding Philosophy

Office of eHealth's value statement

- TennCare helps to ensure the State's healthcare payment and delivery transformation is achieved through cost-effective, quality improvement and payment reform initiatives
- As part of this effort, TennCare's Office of eHealth facilitates the development, exchange, adoption, and use of health information and data, and offers tools and services to enable Medicaid providers and members to make the best possible healthcare decisions
- Quality-based alternative payment models depend on interoperable systems that support exchange of health information and data for effective care coordination across multiple providers and their respective delivery settings
- The Office of eHealth's data governance process will strive to ensure relevant health data and information is delivered at the right time, to the right user, in the right setting as an essential key measure of success to help ensure CMS' Meaningful Use objectives continue to be achieved

Vision and Mission

Vision

TennCare

A Healthier Tennessee

Office of eHealth

Be a collaborative and innovative technology partner in support of a healthier Tennessee

Mission

TennCare

Improving lives through high-quality cost-effective care

Office of eHealth

Promote interoperability, use of health information technology, and the exchange of relevant data to improve health outcomes for TennCare members

Office of eHealth's core values

Being recognized as a trusted and valued partner

Delivering quality and excellence in everything we do

Leading through best practices and innovation

What is the purpose of eHealth?

- **Connecting healthcare professionals and organizations to provide accurate and useful health-related data and information to support improved quality and cost-effective care for Medicaid members**

Who is the Office of eHealth?

- Office of eHealth is a team of administrative, clinical, and technical data exchange SMEs reporting to TennCare's CIO
- The team collaborates with internal and external stakeholders to help ensure the mission and vision for both TennCare and Office of eHealth are achieved
- Serves as the single point of contact for Medicaid eHealth infrastructure, tools, and data exchange initiatives

eHealth Strategic Framework

eHealth Strategic Framework Summary

- **Goal 1:** Support collaboration through governance and trust
- **Goal 2:** Promote adoption and use of TennCare data exchange capabilities
- **Goal 3:** Expand availability and access of healthcare information and data for TennCare providers and members
- **Goal 4:** Integrate strategic data sources in support of TennCare stakeholders
- **Goal 5:** Deliver long-term, sustainable value
- **Goal 6:** Support TennCare's ongoing MITA maturity journey

eHealth Strategic Goal #1

Goal 1: Support collaboration through governance and trust

- Strategy 1.1: Facilitate open communications within TennCare, other state agencies, and external stakeholders
  - Action 1.1.1: Establish and manage formal collaboration, communication and governance processes to identify and support TennCare as it relates to data exchange activities, such as:
    - business case and needs assessment
    - interoperability
    - policy
    - legal activities (e.g., BAA, DUA, IAA, and IGA)
  - Action 1.1.2: Identify and prioritize Medicaid eHealth initiatives
  - Action 1.1.3: Serve as a key business partner to internal and external stakeholders (e.g., SPI, Operations, Policy Office, Information Systems Department, LTSS, etHIN, THA, TDH, MCOs)
  - Action 1.1.4: Develop formal communications management plan and marketing plan for the Office of eHealth

eHealth Strategic Goal #1

Goal 1: Support collaboration through governance and trust (con't)

- Strategy 1.2: Serve as the single point-of-contact and lead for TennCare data exchange initiatives
  - Action 1.2.1: Establish and manage HIE-related input activities (e.g., HITECH IAPDU, MMIS APDU/IAPD/IAPDU, SMHP) to provide clear understanding of funding, objectives, and estimated timeline for eHealth projects

eHealth Strategic Goal #2

Goal 2: Promote adoption and use of TennCare data exchange capabilities

- Strategy 2.1: Develop TennCare data exchange use case documentation
  - Action 2.1.1: Support clear communication with stakeholders and end users by defining the:
    - business and technical requirements, and legal guidelines
    - business, technical, and member outcomes
  - Action 2.1.2: Establish a process to take a use case from concept to pilot through adoption and use by TennCare Medicaid providers
- Strategy 2.2: Develop onboarding policies and procedures for TennCare data exchange trading partners
  - Action 2.2.1: Establish and maintain operational policies and procedures
  - Action 2.2.2: Support TennCare compliance of federal and state privacy and security laws and regulations
  - Action 2.2.3: Establish and maintain technical requirements required for TennCare data exchange

eHealth Strategic Goal #3

Goal 3: Expand availability and access of healthcare information and data for TennCare providers and members

- Strategy 3.1: Lead the expansion of TennCare data exchange infrastructure and tools
  - Action 3.1.1: Onboard remaining THA and non-THA hospitals (e.g., children's hospitals) to support ADT data exchange
  - Action 3.1.2: Expand the CCT to Medicaid non-PCMH and non-THL PCPs Statewide
  - Action 3.1.3: Enhance the CCT for improved care coordination of Medicaid members receiving LTSS, behavioral health services, etc.
  - Action 3.1.4: Enhance the CCT functionality to process additional clinical data and reports including, but not limited to: advanced directives, laboratory results, radiology reports, and eCQMs
  - Action 3.1.5: Expand the CCT to support MTM data exchange
  - Action 3.1.6: Research potential CCT integration(s) with other TennCare systems to reduce provider administrative burden (e.g., single sign on provider portal functionality) and to achieve other efficiencies

eHealth Strategic Goal #3

Goal 3: Expand availability and access of healthcare information and data for TennCare providers and members (con't)

- Strategy 3.2: Prioritize use of industry standards for electronic transactions related to clinical and administrative data exchange and improved care coordination, including, but not limited to: EDI X12 278 Health Care Services Review Information, HL7, IHE, FHIR, and other emerging standards
  - Action 3.2.1: Identify business and technical requirements needed for the exchange and use of clinical and administrative data
  - Action 3.2.2: Research current CCT capabilities to process clinical and administrative data transactions
  - Action 3.2.3: Promote adherence to selected industry standard(s) through TennCare compliance and contractual requirements

eHealth Strategic Goal #4

Goal 4: Integrate strategic data sources in support of TennCare stakeholders

- Strategy 4.1: Collaborate with TDH to identify data exchange opportunities to leverage MU requirements
  - Action 4.1.1: Determine business, technical, and legal requirements for key data sources and registries (e.g., TennIIS, Cancer Registry, Controlled Substance Management System)
- Strategy 4.2: Collaborate with etHIN to identify data exchange opportunities to leverage MU requirements
  - Action 4.2.1: Determine business, technical, and legal requirements for key data sources and registries (e.g., ADTs, C-CDA, lab results, radiology reports, claims information)
- Strategy 4.3: Collaborate with THA to identify data exchange opportunities to leverage MU requirements
  - Action 4.3.1: Determine business, technical, and legal requirements for key data sources and registries
- Strategy 4.4: Collaborate with other organizations (e.g., DMHSAS, DIDD) to identify data exchange opportunities to leverage MU requirements
  - Action 4.4.1: Determine business, technical, and legal requirements for key data sources and registries

eHealth Strategic Goal #5

Goal 5: Deliver long-term, sustainable value

- Strategy 5.1: Develop TennCare eHealth value proposition(s) that are definable, repeatable, and measurable
  - Action 5.1.1: Identify specific value proposition(s) for each key eHealth initiative
  - Action 5.1.2: Track program results, metrics, and expenses at defined intervals
- Strategy 5.2: Explore long-term, sustainable program options
  - Action 5.2.1: Research ROI and cost sharing models in support of ongoing TennCare eHealth initiatives
  - Action 5.2.2: Continue to identify new eHealth opportunities to maximize FFP for DDI and to support ongoing M&O
    - *Note: Corresponds to the ARRA/HITECH Act of 2009 EHR Provider Incentive Payments for MU ending in FFY2021*
  - Action 5.2.3: Establish and maintain eHealth planning and project prioritization process(es)
- Strategy 5.3: Continue to oversee progress and status of key eHealth initiatives and the corresponding investment of state and federal funds
  - Action 5.3.1: Track program results, metrics, and expenses at defined intervals

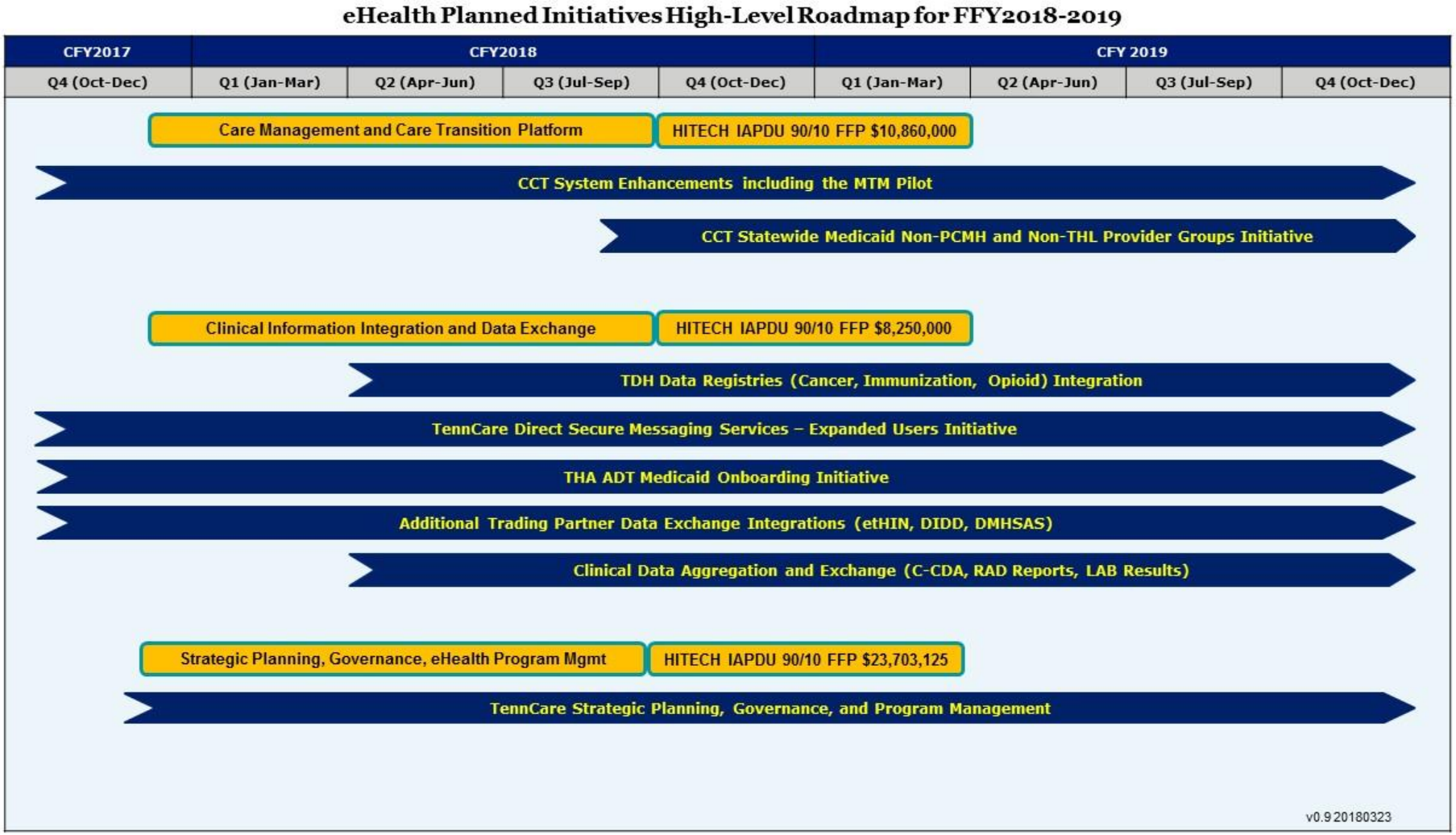
eHealth Strategic Goal #6

Goal 6: Support TennCare's ongoing MITA maturity journey

- Strategy 6.1: Continue support of internal and external business and technical partners to advance TennCare's MITA maturity
  - Action 6.1.1: Track the latest MITA SS-A information including both As Is scores and progress and expected To Be scores and progress
  - Action 6.1.2: Provide eHealth information for updates of applicable MITA SS-A sections
  - Action 6.1.3: Participate in collaborative meetings with internal and external business and technical partners to provide eHealth-related guidance
  - Action 6.1.4: Identify the possible use of advanced technologies, interoperability initiatives, or emerging themes (e.g., Blockchain, FHIR)

eHealth Initiatives for FFY2018-2019

eHealth Key Initiatives Diagram



Acronyms and Glossary

Term	Definition
ADT	Admission, Discharge, and Transfer
APDU	Advance Planning Document Update
ARRA	American Recovery and Reinvestment Act of 2009
BAA	Business Associate Agreement
C-CDA	Consolidated-Clinical Document Architecture
CCT	Care Coordination Tool
CMS	Centers for Medicare and Medicaid Services
DIDD	Department of Intellectual and Developmental Disabilities
DMHSAS	Department of Mental Health and Substance Abuse Services
DUA	Data Use Agreement
eCQM	Electronic Clinical Quality Measure
EDI	Electronic Data Exchange
etHIN	East Tennessee Health Information Network
EVV	Electronic Visit Verification
FFP	Federal Financial Participation
FHIR	Fast Healthcare Interoperability Resources
HIE	Health Information Exchange
HITECH	Health Information Technology for Economic and Clinical Health Act
HL7	Health Level Seven International
IAA	Inter/Intra-Agency Agreement
IAPD	Implementation Advanced Planning Document
IAPDU	Implementation Advanced Planning Document Update

Acronyms and Glossary

Term	Definition
IGA	Inter-Governmental Agreement
IHE	Integrating the Health Enterprise
LAB	Laboratory
LTSS	Long-term Services and Supports
M&O	Maintenance and Operations
MCO	Managed Care Organization
MITA	Medicaid Information Technology Architecture
MITA SS-A	Medicaid Information Technology Architecture State Self-Assessment
MMIS	Medicaid Management Information System
MTM	Medication Therapy Management
MU	Meaningful Use
PCMH	Patient Centered Medical Home
PCP	Primary Care Provider
PDMS	Provider Data Management System
RAD	Radiology
ROI	Return on Investment
SMHP	State Medicaid Health Information Technology Plan
SPI	Strategic Planning and Innovation Division
TDH	Tennessee Department of Health
TennIIS	Tennessee Immunization Information System
THA	Tennessee Hospital Association
THL	Tennessee Health Link